

# **TEMPORARY RENTAL HOUSING ASSISTANCE PROGRAM (TRHAP)**

## **FREQUENTLY ASKED QUESTIONS**

### **Q1. How do I enroll in the program?**

A1. To determine if you qualify for TRHAP assistance, Threshold Eligibility Information may be submitted in ONE of TWO ways;

Click the [link](#), complete the questionnaire in full on line, and hit Submit; or Call 1-860-785-3111 and speak to a Call Center Representative, Monday thru Friday, between 8:00 am and 5:00 pm. The representative will walk you through the Threshold Eligibility criteria.

### **Q2. If I am a landlord, how can I participate in the program?**

A2. You can encourage any of your tenants who are having trouble making their rental payment to contact the Call Center at 860-785-3111 or Click the [link](#), complete the questionnaire in full on line, and hit Submit. Once a tenant has been deemed eligible, they will be contacted by a HUD Certified Housing Counseling agency, who will work with that tenant to complete the application. That Housing Counseling agency will also reach out to the landlord in order to collect payment processing information so that arrearage and/or rental assistance payments can be made directly to the landlord.

### **Q3. If I owe my landlord back rent prior to March 2020, am I eligible to participate in the TRHAP?**

A3. No, this program purpose is designed to help participants who are experiencing a hardship due to COVID-19 pandemic.

### **Q4. If I am homeless, can this program assist me?**

A4. No, this program is not designed to assist you. It is short-term and limited in the amount of assistance you can receive. If you homeless or imminently homeless, you should contact 2-1-1 immediately for information on permanent housing solutions which may be available to assist you.

### **Q5. The Governor's press release on 6/29/2020 mentioned two programs to help tenants; 10 million for rental assistance and 5 million for eviction prevention. Does the application in Addendum 3 cover both of the above programs? Or will there be a separate application procedure for the \$5 million eviction prevention program?**

A5. The \$5M Eviction Prevention program is still being developed...and thus the reason for this conversation. We are looking to coordinate with the Judicial Branch on this initiative and are looking for input.

**Q6. Does “Current in Rent” preclude anyone from participating in the program if a notice to quit has been served because rent was not current because of COVID related issues?**

A6. No, it does not preclude anyone from participating. It is set up to assist these households as part of the subsidy agreement, so it covers both arrearage and, if available, some additional subsidies, up to the \$4,000 maximum assistance.

**Q7. What does “under a court ordered eviction prior to March 11, 2020” mean? Does it refer to a summary process summons that was served and returned to court prior to March 11, 2020? Or does it require that the judge has actually entered a judgment in a summary process (eviction) case prior to March 11, 2020?**

- Question 3 on the TRHAP Threshold Checklist asks the caller if they are under a court ordered eviction prior to March 11, 2020.
- In section E question 4 of the Application, the applicant is asked whether they are under a court ordered eviction and indicates (Note: A Notice to Quit is not a court ordered eviction)

A7. This refers to the situation where a judge has actually entered a judgement in a summary process prior to March 11, 2020, resulting the order for removal of the household from the unit. It does NOT include a summary judgement resulting in a court-ordered repayment agreement.

**Q8. Which Housing Counseling Agencies will the Call Center refer initially approved tenants to? Are they the same as approved HCA’s on CHFA’s website? Will there be HCA available in all areas? Is participation by phone? Is it optional?**

A8. There are 11 HUD Certified Housing Counseling Agencies that are participating in the program. They are 11 of the 15 listed at the CHFA website. They will be assigned by existing relationships (if one exists) or by geographic proximity and distribution of workload. Yes, there are HCA’s available across the State. With regard to “Is participation by phone?” referencing how a tenant accesses participation, yes, participation was either by phone (1-860-785-3111), or a web form which can be used to access the program electronically. Tenants should NOT contact an HCA directly for participation in this program.

**Q9. Does the pre-approval letter state the amount of anticipated assistance? If not, how will a court mediator know what the tenant’s responsibility for rent will be in trying to reach a court-ordered repayment agreement?**

A9. No, the pre-approval letter indicates that we have reserved assistance for the tenant, however, they must complete the full application, including Addendum 5 and 6 (if applicable) to determine the monthly and total amount of assistance they may receive.

**Q10. Since the Application must be completed in 30 days from initial approval, do you anticipate that applicants will be able to be scheduled with a HCA within the 30 day period if they need assistance?**

A10. The HCA is obligated to reach out to the tenant within 5 business days of the assignment (beginning August 3, 2020). The Date of Assignment to an HCA starts the 30 day window for application completion.

**Q11. Please confirm that the only 3<sup>rd</sup> party documentation that the applicant is required to provide is (a) Identification for Head of Household, (b) Social Security number, and (c) unemployment denial from DOL. Can all other information be provided by the applicant on the TRHAP Applicant Self Certification Form or must they first attempt to get 3<sup>rd</sup> party documentation?**

A11. No, other documentation is necessary, and is detailed in the Application and other corresponding documents. They must attempt to provide third party documentation, and if unavailable, then self-certification can be accepted, if appropriate. As an example, if you were DENIED Unemployment, we will NOT accept self-certification, as this third party documentation is easily attained. Conversely, if the employer from which you were laid off/terminated is no longer in business, then third party verification is not possible, and self-certification is acceptable.

**Q12. Is there a right of an appeal or re-review for an applicant who does not receive initial approval after contacting the call center?**

A12. Yes, and information on that process is included on the initial denial letter.

**Q13. Once approved, how is the monthly review for continued eligibility conducted (phone, mail, email)?**

A13. Monthly review is the discretion of the program participant and the HCA...some will be by phone, some by email, and some by text...whatever works best for the participant in coordination with the HCA.